

IDOT RENEWS COMMITMENT TO CITIZENS FOR EXCELLENT TRANSPORTATION SYSTEM

As part of a new strategic planning initiative, the Illinois Department of Transportation (IDOT) updated its mission statement and added guiding principles near the end of Fiscal Year 2000 to reflect a renewed commitment to citizen input and customer satisfaction.

The strategic planning initiative, which expands on capital program planning that has been done for more than 25 years, incorporates all aspects of the department's operations, including administrative and service functions. The planning initiative will help the department accomplish its mission through four strategic perspectives:

- Customer Satisfaction and Partnerships
- Delivery of Programs and Services
- Best Business Practices, and
- Employee Learning and Growth.

These perspectives touch on almost every departmental activity and help encourage balance in the department's overall approach to planning. With this new approach to planning, IDOT is taking a fresh look at all high-impact programs and services to streamline and improve effectiveness, heighten efficiency and ultimately, to improve customer satisfaction throughout Illinois.

The strategic planning initiative also encourages a fresh approach to the way the department will measure and account for its performance in Fiscal Year 2001 and beyond. Measurements will continue to include capital program accomplishments as well as rates of change in public use of transportation programs and services.

However, starting in Fiscal Year 2001, the department's performance measures also are expected to establish and incorporate periodic survey results on customer and employee satisfaction. The results will show how well IDOT meets public expectations and what more can be done to improve the department's programs and services.

OUR MISSION

We provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity, and demonstrate respect for our environment.

OUR GUIDING PRINCIPLES

We will accomplish our mission while making the following principles the hallmark of all our work:

- Safety
- Integrity
- Responsiveness
- Quality
- Innovation



The Illinois Department of Transportation serves the transportation needs of the citizens of Illinois through its divisions of Aeronautics, Highways, Public Transportation, Rail Transportation, and Traffic Safety.

OUR MAJOR OBJECTIVES

The department has developed the following objectives for fulfilling its mission:

HIGHWAYS –Provide cost-effective, quality highways and services;

AIRPORTS –Improve Illinois’ airport system and preserve the nation’s top hub in northeastern Illinois by developing a third major airport;

TRANSIT –Ensure that public transportation is available through a stable base of operating and capital funding to provide transit options for commuters, reduce traffic congestion and improve air quality;

RAIL –Support inter-city rail passenger service and develop a high-speed rail system;

PLANNING –Integrate environmental and quality of life concerns in the transportation planning process;

SAFETY –Reduce highway vehicle crashes, fatalities and injuries; and

INNOVATIONS –Apply innovative technological solutions that improve the efficiency and safety of the transportation system, reduce congestion and enhance highway construction materials and designs.

OUR MAJOR RESPONSIBILITIES

The department’s mission, principles and objectives are reflected in the department’s responsibilities for all modes of transportation as defined by state and federal laws:

HIGHWAYS –Plans, designs, coordinates, constructs, maintains and operates the state system of highways and bridges;

TRANSIT, AIR AND RAIL TRANSPORTATION –Plans, coordinates and administers funding and technical assistance for public transit systems, airports and rail freight and passenger systems; and

TRAFFIC SAFETY –Administers traffic safety programs.

ECONOMIC GROWTH HIGHLIGHT

Adding 45,000 Jobs While Improving Highways in Illinois

A well-maintained, safe and efficient transportation system is fundamental to economic development and growth. Transportation is essential for the distribution of products and services to local, regional, state, national and international markets. It is equally essential for getting people to work and to other places, such as retail stores, health services, schools and recreational activities.

Illinois is a major transportation hub in the nation. Its highway, air and rail transportation systems and waterways have always played a critical role in the state's economy by providing access to regional, national and international markets.

The extensive system reflects the dominant presence of transportation in Illinois where one of every five jobs is related to transportation, including construction jobs that are directly created by public investment in transportation. Capital improvements for highways, airports, public transportation, and rail funded during the 1990s created more than 300,000 jobs in the private sector construction industry. In Fiscal Year 2000, more than 45,000 private sector jobs in construction were created, a 50 percent increase from Fiscal Year 1999.

Department investment policies continue to focus on supporting business and employment growth, preserving and managing the existing system, reducing congestion, improving safety and the efficiency of operations, supporting technology advances, and providing an overall transportation system that offers a high degree of mobility and reliable options.

The extensive multi-modal transportation system requires ongoing investments to continue fostering a healthy economy and serving the people of Illinois.



Highway building and rehabilitation projects create jobs in Illinois and improve the transportation system and the state's economy.